## IN THE CLAIMS:

Please amend claims 1-8 and add claims 12-16 as follows:

Claim 1 (currently amended):   A network information system comprising:

[[-]] an information page server for serving information pages across a network to requesting parties having endpoint systems connected to the network; and

[[-]] a service system with a session manager for establishing a respective communication session for each of at least some of the information pages and for joining to such session the endpoint systems of parties currently located on the corresponding page, each communication session that is established having an associated transport mechanism for allowing the exchange of data, via data transfer channels, between the endpoint systems joined to the session[[;]], the service system having a sessions overview subsystem arranged to receive a notification from the session manager [[upon]] in response to an endpoint system joining or leaving a session, the sessions overview subsystem comprising:

[[-]] a real-time database for recording, on the basis of the notifications and for each session that is established, the identity of the associated information page and information about any party whose endpoint system is currently joined to the session, and

[[-]] a user interface for providing a view of the current page sessions and the related party information to a permitted user.

Claim 2 (currently amended):   An information system according to claim 1, wherein the user interface ~~provides~~ is arranged to provide said view of the current page sessions to an endpoint system of the permitted user along with session identity

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information on at least a user-selected one of the page sessions, whereby to enable the permitted user to send a request to the session manager to join the user's endpoint system into the selected session.

**Claim 3 (currently amended):** An information system according to claim **1**, wherein the user interface includes functionality for enabling the permitted user to select a page session to join and which, in response to the user selecting a session to join, is operative to initiate joining of an endpoint system of the user to the session by sending to the session manager[[,]] a joining request that directly or indirectly identifies the user and the session to be joined.

**Claim 4 (currently amended):** An information system according to claim **1**, wherein the user interface comprises functionality for dynamically generating from the real-time database[[,]] a web page listing against the information pages that have associated sessions, the corresponding party-related information, and a web server for serving the page to the permitted user on request.

**Claim 5 (currently amended):** An information system according to claim **1**, wherein each of at least some of the joining notifications includes an identifier of the party associated with the joined endpoint system, the sessions overview subsystem including a database access mechanism for looking up attribute data of the party in a database using the party identifier, [[this]] <u>said</u> attribute data being included in the party-related information stored in the real-time database.

**Claim 6 (currently amended)**:    An information system according to claim **1**, wherein each of at least some of the joining notifications includes party attribute data, [[this]] said party attribute data being included in the party-related information stored in the real-time database.

**Claim 7 (currently amended)**:    ~~In combination, the~~ The network information system according to claim **1**, in combination with a contact center having service representatives with endpoint systems capable of being joined to existing sessions established by the service system, at least one service representative being [[a]] said permitted user.

**Claim 8 (currently amended)**:    An information system according to claim **1**, wherein the service system, in setting up a communication session, ~~creates~~ is arranged to create a service-session functional entity for controlling the joining of endpoint systems to the session, [[this]] said joining ~~involving~~ including the sending of connection details of the transport mechanism associated with the communication session to the endpoint system concerned or its proxy.

**Claim 9 (original)**:    An information system according to claim **8**, wherein the service-session functional entity comprises a session instance with generic behaviour for adding and removing endpoint systems to the communication session and for recording the endpoint systems currently joined to the communication session, and an associated service instance with service-specific behaviour for determining when the session instance is to add and remove endpoint systems.

Claim 10 (original): An information system according to claim **8**, wherein the transport mechanism associated with [[a]] the communication session ~~provides~~ is arranged to provide multiple data transfer channels, for different media types, between endpoint systems joined to the communication session.

Claim 11 (original): An information system according to claim **8**, wherein leg messages arranged to be passed from the endpoint system to a leg controller of the service-session functional entity are arranged to signal the state of connection of an endpoint system to the transport mechanism ~~is signalled~~ to the session-service functional entity ~~by leg messages passed from the endpoint system to a leg controller of the service-session functional entity~~.

Claim 12 (new): A method of generating a view of current page sessions and information about the parties associated therewith, comprising the steps of:

establishing, by a session manager of a service system, a session between an endpoint system and an information page served by an information page server;

joining or removing, by the session manager, an endpoint system of a party currently located on an information page to a corresponding communication session for the information page established by the session manager;

notifying, by the session manager, a sessions overview subsystem [[upon]] in response to an endpoint system joining or being removed from a session; and

recording, to a database in the sessions overview subsystem, the identity of the associated information page and information about a party whose endpoint system is

currently joined to a session based on receipt of a notification from the session manager and for each session established by the session manager.

**Claim 13 (new):**  A method according to claim **12**, further comprising the step of:

displaying a view of the current page sessions and the information about the party whose endpoint system is currently joined to the session.

**Claim 14 (new):**   A method of joining a customer service representative to an existing page session, comprising the steps of:

returning a session-overview web page to a customer service representative responsive to receiving a request from a customer service representative, wherein the session-overview web page includes:  one or more page sessions, a session identifier for each of the one or more page sessions, and information associated with the party whose endpoint system is joined to the session, the one or more page sessions being sessions established between an endpoint system and an information page; and

joining the customer service representative to a particular session responsive to receipt of the session identifier from the customer service representative.

**Claim 15 (new):**  A method according to claim **14,** further comprising the step of:

notifying a sessions overview subsystem in response to the customer service representative joining the particular session.

**Claim 16 (new):**  A method according to claim **15**, further comprising the step of:

recording the identity of the associated information page and information

associated with the party whose endpoint system is joined to the particular session

based on receipt of the notification.